

Dear FCC,

I urge you to upgrade and expand Video Relay Services. I notice a huge improvement over text-based relay. Conversation with my deaf son is so much easier and fluent. Many of our friends and relatives get flustered by the awkwardness of the regular relay and avoid communicating with him. It's a strain for him too. The video relay comes across more normally and feels more spontaneous. For the first time, we can have a simple, ordinary chat, like hearing families take for granted. The difference in the higher skill level of the video relay operators over the regular relay operators means that they convey appropriate meaning and emotion.

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